



To: Trinidad Residents

Date: Monday, February 7, 2022

From: Eli Naffah, Trinidad City Manager

Re: **Notification of Short-Term Rental Licenses & Property Management Contact Information**

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The City has issued Short-Term Rental (STR) renewal licenses to properties inside the city limits that comply with the standards and application requirements defined in the amended STR Ordinance 2016-03, certified by the Coastal Commission on June 08, 2017.

The Ordinance requires neighbors within 300 feet of a licensed STR to be notified by the City of the operation of the STR, the Local Contact Person (LCP), and a 24-hour contact number for the STR. This letter serves as notification, and provides guidance regarding the process for addressing complaints that may arise at an STR including, but not limited to: gatherings that exceed the permissible occupancy, excessive noise, or activities that are not common or consistent with residential uses.

Included with this letter is a contact list showing each STR address, zoning, maximum allowable overnight occupancy, Local Contact Person, and the 24-hour contact number. This information is available and will be kept updated on the City's website at [www.trinidad.ca.gov](http://www.trinidad.ca.gov). There will also be map online shortly that identifies each rental by the number that corresponds to the contact list for quick reference. Copies of the map will be provided upon request.

#### **Process for addressing complaints**

By accepting an STR License, owners agree to act in good faith to resolve disputes with neighbors arising from the use of a dwelling as an STR. They are required to appoint a Local Contact Person that is able to respond to an STR concern that is disturbing a neighbor or resident within 30 minutes.

If you encounter a non-emergency problem with a licensed STR, **your first step is to call the Local Contact Person** – do not email or send text messages. Examples of non-emergency problems that violate the STR Ordinance regulations include:

- Gatherings that violate the standards such as maximum number of occupants and/or visitors allowed.
- Excessive noise - especially noise that is not contained within the rental between the quiet hours of 10:00pm and 7:00am.
- For pet-friendly STR's, unleashed or nuisance dogs.

If your non-emergency complaints do not receive a response within 30 minutes and require immediate assistance, **the next step is to call the Humboldt County Sheriff Dispatch at 707-445-7251**.

Make sure that you also contact the City so we can document it and is aware of the complaint. If you wish to pursue further enforcement action for issues you believe violated the policies and standards set forth in the ordinance, you are entitled to submit an official complaint in writing to the City of Trinidad. The form can be downloaded from the City's website, or can be requested by contacting the City Clerk. Complaints and violations are enforced by the City as set forth in Section 17.56.190 (6.26) R, Violations.

**If there is an emergency, call 911 for immediate law enforcement assistance.**

If you have questions regarding the City's STR Ordinance or would like a list of specific rentals that are within 300 feet of your home, contact the City Manager Eli Naffah at 707-677-3876, or City Clerk Gabriel Adams or Jennifer Hakenen at 707-677-0223 between the hours of 9am-2pm Monday-Friday.